



**Headway North Cumbria**

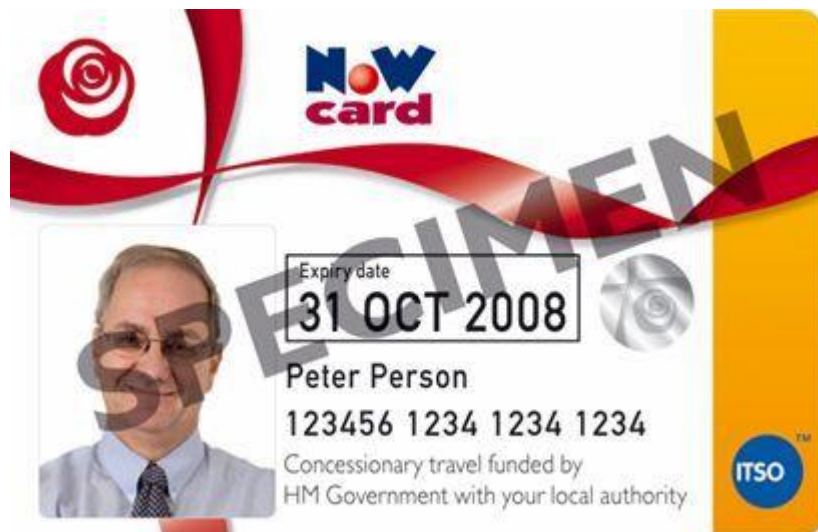
[www.headwaynorthcumbria.org.uk](http://www.headwaynorthcumbria.org.uk)

the brain injury association

**HEADWAY NORTH CUMBRIA  
HOW TO APPLY FOR A NoWcard**

**INTRODUCTION**

1. The English National Concessionary Travel Scheme (ENCTS) is a national scheme by the Department for Transport in conjunction with local authorities across England. The scheme provides English residents who have attained the state pension age for women (which is gradually being increased from 60 to 66) as well as eligible disabled people with free off-peak bus travel on local buses on weekdays and all day at weekends and Bank Holidays.
2. There are two types of concessionary pass. The Senior pass has a blue panel at the right-hand side of the pass. A disabled person's pass has an orange panel



*Example of a NoWcard for a disabled person*

3. Cumbria County Council is responsible for administering the ENCTS scheme for residents of Cumbria. Cumbrian residents who have a NoWcard are entitled to free off-peak bus travel on local bus services throughout England between 09:30 and 23:00, Monday to Friday and all-day Saturday, Sunday and Bank Holidays. Full details can be found on the Cumbria County



Council website<sup>1</sup>, in a leaflet called English National Concessionary Travel Scheme<sup>2</sup> and a document entitled Cumbria Concessionary Travel Scheme 2019/20.<sup>3</sup>

## AIM OF THE INSTRUCTION

4. The aim of this instruction is to explain the process by which eligible Headway members can obtain a Concessionary Travel Card (known as a NoWcard).

## WHAT IS A NoWcard ?

5. NoWcard has been set up jointly by Cumbria and Lancashire County Councils, and Blackburn with Darwen and Blackpool Borough Councils, in conjunction with the District Councils of Lancashire and Cumbria. Working closely with bus operators and other agencies, each local authority issues NoWcards and ensures that local buses and ticket machines are equipped to read them.

6. Within each NoWcard is a small electronic chip, which gives details of the holder's concessionary fare discount. The ticket machine on your local bus service, will be able to read the NoWcard, check its validity and ensure that the holder is given the correct fare. Personal details are kept securely by the District Council; and these details cannot be read by bus service operators. The NoWcard allows the bus service operator and the local authority, to account accurately for concessionary fares, so that the concessions are paid for correctly.

## ELIGIBILITY FOR A NoWcard

7. Older people and anyone with a disability can apply for a pass. Headway North Cumbria members may be eligible for concessionary travel under either or both of these criteria.

8. **Eligibility by Age.** A person is eligible for concessionary travel by virtue of age if they are a woman of pensionable age or a man born on the same day as a woman of pensionable age and who resides in the county. With the state pension age gradually being increased from 60 to 66 the age at which you become eligible for an English National Concession bus pass depends on your date of birth. The table at the back of this document provides the relevant information.

<sup>1</sup> <https://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/publictransport/busserv/concessionary/concessionarytravel.asp>

<sup>2</sup> <https://www.cumbria.gov.uk/eLibrary/Content/Internet/544/931/6163/6910/40743105233.pdf>

<sup>3</sup> <https://www.cumbria.gov.uk/eLibrary/Content/Internet/544/931/6163/6910/43556135854.pdf>

9. **Eligibility through Disability.** You may qualify for a Disabled Person's NoWcard if you:

- are blind or partially sighted.
- are severely or profoundly deaf.
- are without speech.
- have a long term disability or injury which seriously impairs the ability to walk.
- are without the long-term use of both arms.
- have a learning disability that is a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning.
- would, if applying for a driving licence, be refused on the grounds of physical fitness.

## HOW TO APPLY FOR A NoWCARD

10. For a Headway North Cumbria member to apply for a NoWcard, you will need to visit the library in Carlisle or Penrith<sup>4</sup>. You will not need to fill in a lengthy application form or take in a passport photo since the library staff will do all this for you. You will however need to take some documentation with you:

- a. **Proof of age / identity.** One of:
  - birth certificate.
  - proof of state pension.
  - Passport.
  - driving license.
- b. **Proof of address.** One of:
  - Current council tax bill.
  - Utility bill dated within last three months.
  - Current rent book/statement.
  - Bank statement dated within the last 3 months.
- c. and, if applying for a disabled person's pass, **Evidence of disability**<sup>5</sup> - one or more of the following:
  - blind registration form or card.
  - letter from Social Services (learning disability).
  - Disability Living Allowance (DLA) Mobility Component at the higher rate (valid for minimum of 12 months from date of application).

<sup>4</sup> Applications can also be made at the libraries in Barrow, Kendal, Whitehaven and Workington or the Local Links in Alston, Kirby Stephen or Ulverston Coronation Hall though these lie outside the Headway North Cumbria catchment area.

<sup>5</sup> A full list of appropriate evidence to support a disabled person's bus pass application can be found here: <https://www.cumbria.gov.uk/eLibrary/Content/Internet/544/931/6163/6910/4355614024.pdf>

- Personal Independence Payment (PIP) 8 or more points under 'moving around' (valid for minimum of 12 months from date of application).
- War Pension mobility supplement.
- blue badge (valid for minimum of 12 months from date of application).
- letter or certificate from medical specialist or hospital.
- letter from Driving and Vehicle Licensing Agency (DVLA), confirming that you have surrendered your licence due to physical fitness.

11. If you can't access one of the above locations, you can download the Disabled Person's application form,<sup>6</sup> complete it and return it, with a passport style photograph plus proof of your address, age/identity and disability to:

NoWcard Disability Application  
Transport Services Team  
Cumbria County Council  
Parkhouse Building  
Kingmoor Business Park  
Carlisle  
CA6 4SJ

12. Once processed the pass will be posted to you at your home address.

### **COMPANION PASS**

13. If you have a Disabled Person's Pass and cannot travel without help, then a companion will be able to travel with you free of charge:

- your companion is only able to travel at the same time as you within the county's boundary; outside of the county your companion will need to purchase a ticket
- a companion form can be requested at the same time as you apply for a Disabled Person's pass.

### **24/7 PASS**

14. If you have a Disabled Person's Pass and need to travel before 9.30am or after 11pm, this scheme allows you to do that if it will help you access work (including unpaid work), training or day care services. To qualify you will need to

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<sup>6</sup> <https://www.cumbria.gov.uk/eLibrary/Content/Internet/544/931/6163/6910/4355614211.pdf>



complete the 24/7 Disability NoWcard supplementary application form<sup>7</sup> and provide one of the following:

- proof of work - a copy of a current pay slip, a letter from your place of work confirming you work there, or the name and address of your place of work with the telephone number of someone we can contact
- if self-employed copies of pages 1 and 8 of your latest Tax Return, or the name and telephone of a client or supplier
- name and address of your training establishment, including your course leader or tutor and their telephone number
- name and address of your day care service facility, including the telephone number.

## **RENEWAL OF NoWcard**

15. If you need to renew your NoWcard you can download and complete a renewal form<sup>8</sup> or older persons renewal form<sup>9</sup> and send it together with up to date proof of your disability and a new passport style photograph to the address given on the form. Alternatively, you can go to your nearest main library and take up to date proof of your disability with you, library staff will forward the proof to the Transport Services Team and take a photograph of you if required.

16. Further information can be found in the document entitled Renewal of your NoWcard.<sup>10</sup>

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<sup>7</sup> <https://www.cumbria.gov.uk/eLibrary/Content/Internet/544/931/6163/6910/43413101026.pdf>

<sup>8</sup> <https://www.cumbria.gov.uk/eLibrary/Content/Internet/544/931/6163/6910/435881642.pdf>

<sup>9</sup> <http://www.nowcard.org/pdf/OlderRenewalWeb.pdf>

<sup>10</sup> <https://www.cumbria.gov.uk/eLibrary/Content/Internet/544/931/6163/6910/4358816218.pdf>

## AGE CRITERIA FOR NoWcard<sup>11</sup>

Anyone born before 6 January 1954 is eligible.

Date of birth	Date when eligible	Earliest date of application
6 January 1954 to 5 February 1954	6 May 2019	2 weeks before eligibility date
6 February 1954 to 5 March 1954	6 July 2019	2 weeks before eligibility date
6 March 1954 to 5 April 1954	6 September 2019	2 weeks before eligibility date
6 April 1954 to 5 May 1954	6 November 2019	2 weeks before eligibility date
6 May 1954 to 5 June 1954	6 January 2020	2 weeks before eligibility date
6 June 1954 to 5 July 1954	6 March 2020	2 weeks before eligibility date
6 July 1954 to 5 August 1954	6 May 2020	2 weeks before eligibility date
6 August 1954 to 5 September 1954	6 July 2020	2 weeks before eligibility date
6 September 1954 to 5 October 1954	6 September 2020	2 weeks before eligibility date
6 October 1954 to 5 April 1960	66th Birthday	2 weeks before your birthday
6 April 1960 to 5 May 1960	66 years and 1 month	2 weeks before your birthday
6 May 1960 to 5 June 1960	66 years and 2 months	2 weeks before your birthday
6 June 1960 to 5 July 1960	66 years and 3 months	2 weeks before your birthday
6 July 1960 to 5 August 1960	66 years and 4 months	2 weeks before your birthday
6 August 1960 to 5 September 1960	66 years and 5 months	2 weeks before your birthday
6 September 1960 to 5 October 1960	66 years and 6 months	2 weeks before your birthday
6 October 1960 to 5 November 1960	66 years and 7 months	2 weeks before your birthday
6 November 1960 to 5 December 1960	66 years and 8 months	2 weeks before your birthday
6 December 1960 to 5 January 1961	66 years and 9 months	2 weeks before your birthday
6 January 1961 to 5 February 1961	66 years and 10 months	2 weeks before your birthday
6 February 1961 to 5 March 1961	66 years and 11 months	2 weeks before your birthday
6 March 1961 to 5 April 1977	67th birthday	2 weeks before your birthday

<sup>11</sup> Extracted from Cumbria County Council website:  
<https://www.cumbria.gov.uk/roads-transport/public-transport-road-safety/transport/publictransport/busserv/concessionary/olderperson.asp>